

INFORMATIONAL LETTER NO. 2096-MC-FFS-D

DATE: January 28, 2020

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: New Print Vendor for Medicaid ID Cards

EFFECTIVE: Immediately

Effective January 1, 2020, a new vendor is printing and mailing Medical Assistance Eligibility Cards ([Form 470-1911](#)¹) on behalf of DHS to all newly eligible Medicaid members as well as existing members who request a replacement card.

How the Medicaid ID card looks is not changing. The front of the card will continue to show the state of Iowa logo along with the member's name, date of birth and State ID number.

However, going forward the Medicaid ID cards may feel different, as they will be printed on different paper.

In addition to the Medicaid ID card, members will continue to receive ID cards from their Managed Care Organization (MCO) and/or dental carrier, if applicable.

Providers should verify the eligibility status of the cardholder before providing services. You can get current eligibility status by calling the Eligibility Verification System (ELVS) at 1-800-338-7752 or 515-323-9639 in the Des Moines area. You may also use the [ELVS web portal](#)² to verify eligibility status. Information on registering for the web portal can be found on the [DHS website](#)³.

¹ <https://dhs.iowa.gov/sites/default/files/470-1911.pdf>

² <https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do>

³ <http://dhs.iowa.gov/ime/providers/tools-trainings-and-services/provider-tools/ELVS>